

Nov07

LOB	Audit	# March Audits (Comparison Sample)	John	KH	Herma	Pam	Deb	KS	Connie	Total
All	C11 Advertising Injury	16								
All	C12 E&O	107								
All	Transfers*	100						100		
Canada Casualty	Case Summary	38								
Canada Casualty	Control Adjuster	36								
Canada Casualty	Coverage Verification	41								
	Litigation Management Best Practices	22								
Canada Casualty	Team Manager Intervention	17								
Canada Property	Case Evaluation	55								
Canada Property	Team Manager Intervention	35								
Construction Defect	C11 Quarterly Audit	13								
Construction Defect	Case Summary	42								
Construction Defect	Coverage Determination	87			87					
Construction Defect	Coverage Verification	87			87					
	Litigation Management Best Practices	64								
Construction Defect	Litigation Management Team Manager Intervention	28								
Construction Defect	Negotiation/Settlement	82		82						
Construction Defect	Other Insurance	88		88						
Construction Defect	Subrogation	103		103						
Construction Defect	Team Manager Intervention	21								
Liability	C11 Quarterly Audit	25								
Liability	Case Summary	242				242				
	Litigation Management Best Practices	228					220			
Liability	Litigation Management Team Manager Intervention	73			73					
Liability	Team Manager Intervention	96			96					
Liability-MCU*	Case Summary	45		45						
	Litigation Management Best Practices	39		39						
Liability-MCU*	Litigation Management Team Manager Intervention	33		33						
Liability-MCU*	Proactive Resolution	45		65						
Liability-MCU*	Team Manager Intervention	30		30						
Mass Litigation	C11 Quarterly Audit	6								
Mass Litigation	Litigation Management Best Practices	12								

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Nov07

LOB	Audit	# March Audits (Comparison Sample)	John	KH	Herma	Pam	Deb	KS	Connie	Total
Mass Litigation	Litigation Management Team	7								
Mass Litigation	Manager Intervention	31		7						
Mass Litigation	Macros	14		31						
Pollution	Team Manager Intervention	6		14						
Pollution	C11 Quarterly Audit	15		52						
Pollution	Case Summary	7								
Pollution	Litigation Management Best Practices									
Pollution	Litigation Management Team	7		7						
Pollution	Manager Intervention	15		15						
Pollution	Macros	10		10						
Programs	Team Manager Intervention	54								
Programs	Case Summary	24								
Programs	Litigation Management Best Practices									
Programs	Litigation Management Team	31								
Programs	Manager Intervention	54								
Property	Team Manager Intervention	6								
Property	C11 Quarterly Audit	55								
Property	Case Summary	7								
Property	Litigation Management Best Practices									
Property	Large Loss	47							120	
Property	CAT	116							116	
Property	Team Manager Intervention	17								
Risk Engineering	Account Coordination	172								
Risk Engineering	Rec 2&3	177								
Risk Engineering	RULE	12								
Risk Engineering	Stop 1	45								
Risk Engineering	Stop 2	21								
Risk Engineering	Triage	149								
Specialties	C11 Quarterly Audit	25								
Specialties	Case Summary	44								
Specialties	Litigation Management Best Practices	107								
Specialties	Litigation Management Team	43								
Specialties	Manager Intervention	55								
Staff Legal	Team Manager Intervention	60								
Staff Legal	Early Activity	60								
Staff Legal	Early Activity RMA	60								

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Nov07

LOB	Audit	# March Audits (Comparison Sample)	John	KH	Herma	Pam	Deb	KS	Connie	Total
Staff Legal	Material Developments	60								
Staff Legal	Paralegal Activity	60								
Surety	C11 Quarterly Audit	6								
Surety	Macros	22								
Workers Compensation	C11 Quarterly Audit	25								
Workers Compensation	Case Summary	331								
Workers Compensation	Litigation Management Best Practices	310						310		
Workers Compensation	Litigation Management Team Manager Intervention	131								
Workers Compensation	Placeholder for new 08 audit									
Workers Compensation	Placeholder for new 08 audit									
Workers Compensation	Team Manager Intervention	124								
All Liability	N3 Contact Audit	622	116	109	56	125	135			
Total	Totals		328	518	399	367	355	410	236	
Deb 3 PTO, Pam 4 PTO, KH 3 PTO, John 2PTO										
Transactional Audit Team										
[Redacted]										

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Dec07

LOB	Audit	# March Audits (Comparison Sample)	John	KH	Herma	Pam	Deb	KS	Connie	Total
All	Transfers*	100						100		
Canada Casualty	Case Summary	38								
Canada Casualty	Control Adjuster	36								
Canada Casualty	Coverage Verification	41								
	Litigation Management Best Practices	22								
Canada Casualty	Team Manager Intervention	17								
Canada Property	Case Evaluation	55								
Canada Property	Team Manager Intervention	35								
Construction Defect	Case Summary	42								
Construction Defect	Coverage Determination	87		87	87					
Construction Defect	Coverage Verification	87			88					
	Litigation Management Best Practices	64								
Construction Defect	Litigation Management Team Manager Intervention	28								
Construction Defect	Negotiation/Settlement	82		82						
Construction Defect	Other Insurance	88		88						
Construction Defect	Subrogation	103		103						
Construction Defect	Team Manager Intervention	21								
Construction Defect	Case Summary	242				242				
Liability	Litigation Management Best Practices	228					220			
Liability	Litigation Management Team Manager Intervention	73					73			
Liability	Team Manager Intervention	96			96					
Liability										
Liability-MCU*	Case Summary	45		35						
Liability-MCU*	Litigation Management Best Practices	39		42						
Liability-MCU*	Litigation Management Team Manager Intervention	33		39						
Liability-MCU*	Proactive Resolution	45		45						
Liability-MCU*	Team Manager Intervention	30		34						
	Litigation Management Best Practices	12								
Mass Litigation	Litigation Management Team Manager Intervention	7			7					
Mass Litigation	Macros	31		31						
Mass Litigation	Team Manager Intervention	14		14						

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Dec07

LOB	Audit	# March Audits (Comparison Sample)	John	KH	Herma	Pam	Deb	KS	Connie	Total
Pollution	Case Summary	15								
Pollution	Litigation Management Best Practices	7								
Pollution	Litigation Management Team Manager Intervention	7		7						
Pollution	Macros	15		15						
Pollution	Team Manager Intervention	10		10						
Programs	Case Summary	54								
Programs	Litigation Management Best Practices	24								
Programs	Litigation Management Team Manager Intervention	31								
Programs	Team Manager Intervention	54								
Property	Case Summary	55								
Property	Litigation Management Best Practices	7								
Property	Large Loss	47							120	
Property	CAT	116							116	
Property	Team Manager Intervention	17								
Specialties	C11 Quarterly Audit	25								
Specialties	Case Summary	44								
Specialties	Litigation Management Best Practices	107								
Specialties	Litigation Management Team Manager Intervention	43								
Specialties	Team Manager Intervention	55								
Workers Compensation	C11 Quarterly Audit	25								
Workers Compensation	Case Summary	331								
Workers Compensation	Litigation Management Best Practices	310						310		
Workers Compensation	Litigation Management Team Manager Intervention	131								
Workers Compensation	Placeholder for new 08 audit									
Workers Compensation	Placeholder for new 08 audit									
Workers Compensation	Team Manager Intervention	124								
All Liability	N3 Contact Audit	543	135	125	56	107	120	413	410	236
Total	Totals		330	569	327	349	413	410		

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Dec07

LOB	Audit	# March Audits (Comparison in Sample)	John	KH	Herma	Pam	Deb	KS	Connie	Total
2 days holiday, Pam 6 PTO, John 5 PTO, Connie 4 PTO, Herma 5 PTO										
Transactional Audit Team										
Transactional Audit Team										
			330							
			569							
			327							
			349							
			413							
			1988							

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[illegible]

Liab Field Office Division 08

[illegible]

Jan 08 ALL

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie
447								
Construction Defect	RRI							
Construction Defect	RRI Coverage Determination						83	83
Construction Defect	RRI Coverage Verification						83	83
Construction Defect	RRI Negotiation/Settlement							62
Construction Defect	RRI Other Insurance							95
Construction Defect	RRI Subrogation							103
Atlanta	Pam					10		10
Boston	Deb					10		10
Charlotte	Deb					15		15
Long Island	Deb					10		10
Tampa	Deb					15		15
Dallas	Deb					35		35
Sacramento	Deb					30		30
Rocky Hill	Deb					25		25
Illinois	Pam					5		5
KC	Pam					5		5
Nashville	Pam					5		5
NJ	Pam					10		10
Orlando	Pam					10		10
Indy	Pam					20		20
Baltimore	Pam					15		15
Phil	Pam					10		10
Programs	Herma	5		5				5
Pollution	Karen		7					7
Specialties	Pam					37		37
CD	Karen		49					49
448								
Atlanta	Pam					10		10
Baltimore	Pam					15		15
Boston	Deb						10	10
Charlotte	Deb						15	15
Dallas	Deb						37	37
Illinois	Pam					5		5
Indy	Pam					20		20
KC	Pam					5		5
Nashville	Pam					5		5
Long Island	Deb					10		10
NJ	Pam					10		10
Orlando	Pam					10		10

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Jan 08 ALL

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie	
Phil	Pam				10				10
Rocky Hill	Deb					15			15
Sacramento	Deb					30			30
Tampa	Deb					15			15
Programs	Herma								
Pollution	Karen		10						10
Specialties	Karen		96						96
CD	Karen		90						
[REDACTED]									
Atlanta	Herma								
Baltimore	Herma								
Boston	Herma								
Charlotte	Herma								
Dallas	Herma								
Illinois	Herma								
Indy	Herma								
KC	Herma								
Long Island	Herma								
Nashville	Herma								
NJ	Herma								
Orlando	Herma								
Phil	Herma								
Rocky Hill	Herma								
Sacramento	Herma								
Tampa	Herma								
Programs	Herma								
Pollution	Karen		1						1
Specialties	John		5						5
CD	Herma			51					51
[REDACTED]									
Atlanta	Herma								
Baltimore	Herma								
Boston	Herma								
Charlotte	Herma								
Dallas	Herma								
Illinois	Herma								
Indy	Herma								
KC	Herma								
Long Island	Herma								

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Jan 08 ALL

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie
Nashville	Herma							
NJ	Herma							
Orlando	Herma							
Phil	Herma							
Rocky Hill	Herma							
Sacramento	Herma							
Tampa	Herma							
Programs	Herma - All were DQ'd due to paramater issue not audits							
Pollution	Karen		27					27
LA/Dallas	Herma	182						182
Specialties				125				125
CD	Herma							
Atlanta	Pam				15	15		15
Baltimore	Pam				16	16		16
Boston	Deb					5		5
Charlotte	Deb					15		15
Dallas	Deb					49		49
Illinois	Pam				5	5		5
Indy	Pam				25	25		25
KC	Pam				5	5		5
Long Island	Deb					10		10
Nashville	Pam				5	5		5
NJ	Pam				12	12		12
Orlando	Pam				10	10		10
Phil	Pam				10	10		10
Rocky Hill	Deb					29		29
Sacramento	Deb					33		33
Tampa	Deb					14		14
Programs	Herma			49				49
Pollution	Karen		12					12
Specialties	John	115						115
CD	Karen		112					112
Atlanta	Pam				10	10		10
Baltimore	Pam				15	15		15
Boston	Deb					5		5
Charlotte	Deb					15		15
Dallas	Deb					40		40

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Jan 08 ALL

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie	
Illinois	Pam				5				5
Indy	Pam				25				25
KC	Pam				5				5
Long Island	Deb					10			10
Nashville	Pam				5				5
NJ	Pam				10				10
Orlando	Pam				10				10
Phil	Pam								30
Rocky Hill	Deb					30			30
Sacramento	Deb					30			30
Tampa	Deb					15			15
MCU - Office 10	John		46						46
Programs	Herma								
Pollution	Karen			13					13
Specialties	John		103						103
CD	Pam				115				115
Liability-MCU*	Case Summary		45						45
Liability-MCU*	Litigation Management Best Practices		33						33
Liability-MCU*	Litigation Management Team Manager Intervention		32						32
Liability-MCU*	Proactive Resolution		0						0
Liability-MCU*	Team Manager Intervention		35						35
Liability-MCU*	Quarterly LM			90					90
Property	Large Loss							114	114
Property	CAT							91	91
Property	N3 Contact Audit	TBD							
Property	N3 Diary Mngt	TBD							
Workers Compensation	Proactive Resolution	TBD							
Workers Compensation	Diary Mngt	TBD							
Workers Compensation	TM Intervention	TBD							
Workers Compensation	CAT Claim Recognition	TBD							
Workers Compensation	Medical Case Mngt	TBD							
Workers Compensation	Disability Mngt	TBD							
		TBD							

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Jan 08 ALL

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie	
Total	Totals		591	512	604	530	572	166	465
Pam working on calibration with team									
Deb, Pam conducting N3 rollout calls with field offices									
Pam creating master sheet N3									
									3440

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February08

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie
		100						
		447						
Construction Defect	RRI							
Construction Defect	RRI Coverage Determination		83					83
Construction Defect	RRI Coverage Verification		83					83
Construction Defect	RRI Negotiation/Settlement		62					62
Construction Defect	RRI Other Insurance		95					95
Construction Defect	RRI Subrogation		103					103
Atlanta	Pam					10		10
Boston	Deb					10		10
Charlotte	Deb					15		15
Long Island	Deb					10		10
Tampa	Deb					15		15
Dallas	Deb					35		35
Sacramento	Deb					30		30
Rocky Hill	Deb					25		25
Illinois	Pam				5			5
KC	Pam				5			5
Nashville	Pam				5			5
NJ	Pam				10			10
Orlando	Pam				10			10
Indy	Pam				20			20
Baltimore	Herma				15			15
Phil	Herma				10			10
Programs	Herma			47				47
Pollution	Karen		7					7
Specialties	John	37						37
CD					49			49
		418						
Atlanta	Pam				10			10
Baltimore	Herma						10	0
Boston	Deb						15	15
Charlotte	Deb						37	37
Dallas	Deb				5			5
Illinois	Pam				20			20
Indy	Pam				5			5
KC	Pam				5			5
Nashville	Pam				10			10
Long Island	Deb				10			10
NJ	Pam				10			10
Orlando	Pam				10			10

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February08

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie	
Phil	Herma				10				10
Rocky Hill	Deb					15			15
Sacramento	Deb					30			30
Tampa	Deb					15			15
Programs	Herma								
Pollution	Karen		96	10					10
Specialties	John			93					96
CD									
No information regarding Team Management Event on		126							
Atlanta	Herma								
Baltimore	Herma								
Boston	Herma								
Charlotte	Herma								
Dallas	Herma								
Illinois	Herma								
Indy	Herma								
KC	Herma								
Long Island	Herma								
Nashville	Herma								
NJ	Herma								
Orlando	Herma								
Phil	Herma								
Rocky Hill	Deb					1			
Sacramento	Herma					0			
Tampa	Deb								
Programs	Herma								1
Pollution	Karen		6	1					6
Specialties	John								0
CD									
No Team Management Event on		611							
Atlanta	Herma								
Baltimore	Herma								
Boston	Herma								
Charlotte	Herma								
Dallas	Herma								
Illinois	Herma								
Indy	Herma								
KC	Herma								
Long Island	Herma								

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February08

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie	
Nashville	Herma								
NJ	Herma								
Orlando	Herma								
Phil	Herma								
Rocky Hill	Deb					30			
Sacramento	Herma								
Tampa	Deb					20			
Programs	Herma			63					
Pollution	Karen		27						27
LA/Dallas	Herma	2							
Specialties	John*Calib Exerc w/Spec		40					114	40
CD									114
546									
Atlanta	Pam				15				15
Baltimore	Herma				16				16
Boston	Deb					5			5
Charlotte	Deb					15			15
Dallas	Deb					49			49
Illinois	Pam				5				5
Indy	Pam				25				25
KC	Pam				5				5
Long Island	Deb					10			10
Nashville	Pam				5				5
NJ	Pam				12				12
Orlando	Pam				10				10
Phil	Herma								0
Rocky Hill	Deb					29			29
Sacramento	Deb					33			33
Tampa	Deb					14			14
Programs	Herma			49					49
Pollution	Karen		12						12
Specialties	John		115						115
CD				112					112
517									
Atlanta	Pam				10				10
Baltimore	Herma				15				15
Boston	Deb					5			5
Charlotte	Deb					15			15
Dallas	Deb					40			40
Illinois	Pam				5				5

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February08

LOB	Audit/Office Audit Partner	8-Jan John	KH	Herma	Pam	Deb	KS	Connie	
Indy	Pam				25				25
KC	Pam				5				5
Long Island	Deb					10			10
Nashville	Pam				5				5
NJ	Pam				10				10
Orlando	Pam				10				10
Phil	Herma				10				10
Rocky Hill	Deb					30			30
Sacramento	Deb					30			30
Tampa	Deb					15			15
MCU - Office 10	John		46						46
Programs	Herma			50					
Pollution	Karen			13					13
Specialties	John*Calib Ex w/Specialties		40						40
CD			36	38	75				149
		192 (90Q)	45						45
Liability-MCU*	Case Summary	45	45						45
Liability-MCU*	Litigation Management Best Practices	39	33						33
Liability-MCU*	Litigation Management Team	33	32						32
Liability-MCU*	Manager Intervention	45	0						0
Liability-MCU*	Proactive Resolution	30	35						35
Liability-MCU*	Team Manager Intervention	90							0
Liability-MCU*	Quarterly LM								
Property	Large Loss	135						116	116
Property	CAT	114						114	114
Property	N3 Proactive Res	133						133	
Property	N3 Diary Mngt	133						133	
Workers Compensation	Proactive Resolution	TBD							
Workers Compensation	Diary Mngt	TBD							
Workers Compensation	TM Intervention	TBD							
Workers Compensation	CAT Claim Recognition	TBD							
Workers Compensation	Medical Case Mngt	TBD							
Workers Compensation	Disability Mngt	TBD							
Total	Totals	561	739	525	477	623	100	496	3521

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February08

LOB	Audit/Office Audit Partner		8-Jan	John	KH	Herma	Pam	Deb	KS	Connie	
Karen creating master sheet N3											